taken a number of decisions for implementation during the year to provide focus on customer satisfaction in the changing telecom scenario. The details of new norms are as under :—

(1) Restoration of long term safe custody of telephones will be done on overriding priority within one month of receiving the request and short term safe custody will be done within a week of receiving the request or on the day specified by the customer whichever is later.

(2) STD/ISD facilities will be provided within 48 hours of receipt of request from the customer.

(3) Barring those cases which are due to excess metering on prolonged interruptions in service, any refunds to the customer would be paid within 60 days. Interest will be payable in case of delays beyond this period. The DOT will set up vigilance squads to check tampering of telephone equipment.

(4) Existing procedure for use of landlord's telephone by tenant has been simplified. A joint declaration from the landlord and the tenant along with a fee of Rs. 100/- will be sufficient for an agreed period.

(5) Registration for new telephone connection at a place can be done by post. Standard format will be made available in all customer service centres for this purpose, simplified forms will be used for new telephone connections.

Long time involved in reaching the dak

7048 SHRI RAMJI LAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the total number of post offices in the country;

(b) whether Government are aware that at some places dak reaches after an interval of a week;

(c) if so, by when this system would be streamlined;

(d) the number of complaints received by Government in this regard during the last three years; and

(e) the details of action taken thereon?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The total no. of post offices in the country is 152786 as on 31.03.1994.

(b) Government have laid down broad norms for the time-interval between the posting and delivery of letters, which is one to five days, following the day of posting, depending on the destination and the nature of destination. But this does not apply to remote areas which are difficult of access where it may take one or two days more than the norm. The norms are subject to satisfaction of specified conditions. In the event of conditions not being satisfied, which are occasional, delays are possible.

(c) Streamlining of the mail system with a view to providing better service is a continuing exercise within the department.

(d) The number of complaints received regarding delay in delivery of mail including money orders during the last three years is as under:—

Year	No. of complaints about delay in delivery/payment of money order
1992	96841
1993	100817
1994	105115

(e) Complaints are investigated and suitable remedial measures are taken.

उत्तर प्रदेश की दूरसंचार सलाहकार समिति

7049. श्री सत्य प्रकाश मालवीय: क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या उत्तर प्रदेश दूरसंचार सलाहकार समिति का गठन किया जा चुका है;

(ख) यदि हां, तो तत्संबंधी ब्यौरा क्या है; और

(ग) यदि नहीं, तो इसे कब तक गठित किए जाने की संभावना है?